



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**CIMCO Communications, Inc.**  
**for quarter ending December 31, 2009**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	7.30	7.30	7.30	7.30
B. Operator Answer Time - Information [730.510(a)(1)]	7.30	7.30	7.30	7.30
C. Repair Office Answer Time [730.510(b)(1)]	35.00	30.00	32.00	32.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	35.00	30.00	32.00	32.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	86.00% *	75.00% *	92.00% *	84.00% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.73	0.87	1.08	1.23
H. Percent Repeat Trouble Reports [730.545(c)]	10.00%	9.00%	8.00%	9.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	1.00%	0.00%	1.00%
J. Missed Repair Appointments [730.545(h)]	18	0	12	10
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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